

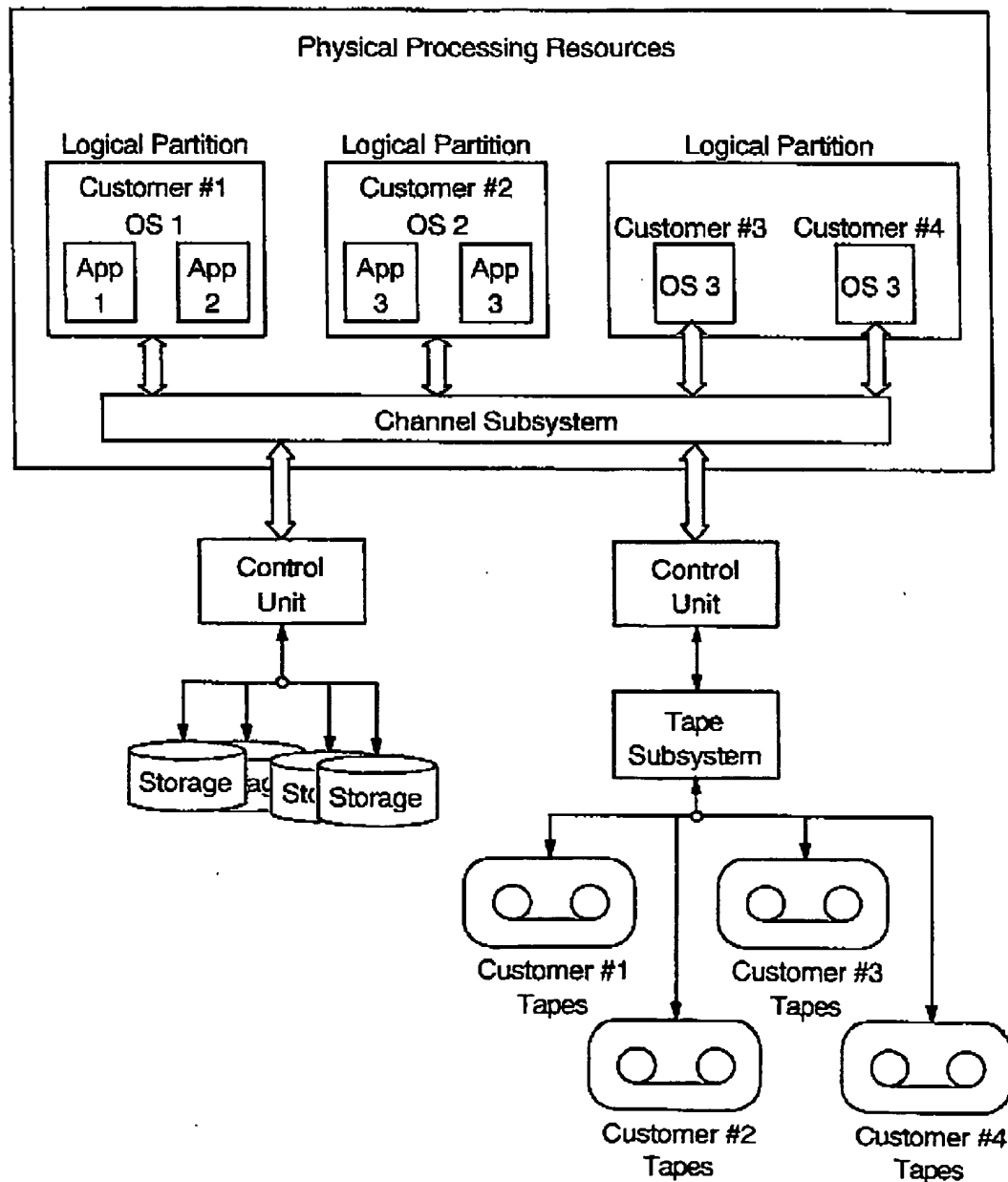
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FIG. 1

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FIG. 2

Customer	Service/Type	Cost	Breach Award
A	24x7 "Premium"	\$100/day	\$200/hour Down Time plus Software Rebate
B	24x7 "Standard"	#30/day	\$30/day down Time plus Software Rebate
C	24x7 "Standard"	\$30/day	Software Rebate

PRIOR ART

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